

**STATE OF IOWA
DEPARTMENT OF COMMERCE
IOWA UTILITIES BOARD**

IN RE:

**COMPLAINT OF HORN MEMORIAL
HOSPITAL**

DOCKET NO. FCU-2014-0014

**RESPONSE TO PROPOSED
DECISION AND ORDER MAKING
RECOMMENDATION TO BOARD**

Pursuant to the Administrative Law Judge's Order on July 28, 2016 requiring Level 3 Communications to provide contact information for call completion issues, Level 3 provides the following contact information for its Network Operations Center, which is continually staffed.

Contact: Network Operation Center
Services or Technology: Technical Service Center
Contact number: 877-453-8353, Option 2, Option 4
Email: support.voice@Level3.com or DL-GNSNOCVoiceNOC@Level3.com

This is copied from the ATIS contact directory, and is the same information Level 3 provides the FCC. Level 3 also notes that ATIS maintains a central location for such contact information for most carriers, including Level 3, which is kept current and is available at http://www.atis.org/01_committ_forums/NGIIF/docs/ServiceProviderContactDirectory.pdf. ATIS can provide a password for the directory.

Respectfully submitted this 26th day of August, 2016.

By: /s/ Bret A. Dublinske

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**ATTORNEYS FOR LEVEL 3
COMMUNICATIONS, LLC**

CERTIFICATE OF SERVICE

The undersigned hereby certifies that on this 26th day of August, 2016, he had the foregoing document electronically filed with the Iowa Utilities Board using the EFS system which will send notification of such filing (electronically) to the appropriate persons.

/s/ Bret A. Dublinske

Bret A. Dublinske